

234284

97-159-T

December 23, 2011

Public Service Commission of South Carolina
Clerk's Office
Motor Carrier Matters
P.O. Box 11649
Columbia, SC 29211

Dear Honorable Members of the South Carolina Public Service Commission and members of the SC Office of Regulatory Staff;

Please accept this letter and the attached Class E Reinstatement Form as our formal request for reinstatement. Our business was closed during a time of family distress due to divorce and family illness. We are seeking reinstatement due to the healing of our family and desire to live and work in an area familiar to our family and an industry with experience spanning a lifetime. Our family consisting of myself, my daughter Erin O'Connell, and my son James O'Connell, own and operate a Federal Motor Carrier and Local Moving Company in Kittery, ME. We have attached our marketing collateral for our current company detailing the services we would offer to Beaufort and Jasper County Clients and the letter from the Federal Motor Carrier Safety Administration authorizing us to partake in interstate business.

As the owner of Allstates Moving Services, I present to you my personal credentials for your review of my ability as fit, willing and able. Evidence to this fact, are the attached letter from the Federal Motor Carrier Safety Administration authorizing us to operate our present company (A Perfect Move, Inc) as a Federal Motor Carrier; my personal resume of experience, and that of my family members who will join me in the operation of Allstates Moving Services, pending your approval for reinstatement.

Attached you will find our request for reinstatement of our SC certificate number 9680. We have attached two letters from SC based consumers seeking a reputable moving service, but due to timing and matters of necessity, were unable to find a licensed professional mover, and completed the move using a rental vehicle and friends and neighbors which indicates the need for additional licensed service providers in the two counties being considered for reinstatement. (Attached letters from consumers Haley McCafferty and Caroline Snell)

Additionally consider equipment itemized on an attachment; equipment is currently assigned to our family business in Kittery, ME, however, upon your approval of reinstatement of said certificate, equipment would be reassigned to the SC operation. Noting this will provide ample equipment for completing transitions in a professional and safe manner.

RECEIVED

DEC 28 2011

PSC SC
CLERK'S OFFICE

For your consideration also note we currently have accounts in good standing with vendors who will supply the materials and incidental equipment necessary for the day to day operation of the business:

- Victory Packaging for Corrugated Materials
- Movers Supply House for Dollies, Straps, and Miscellaneous Hardware
- Relocation.com and billy.com – consumer driven lead service
- Insurances for the various policies required by the FMCSA as filed on their website with:

Allmerica Financial Benefit
Maine Employers Mutual Ins.
Hanover Insurance Company
Hartford Fire Insurance Co.

It is with great hope, I present our company and the attached forms necessary for reinstatement with supporting evidence, that we look forward to your positive response. Thank you for your time and consideration, I look forward to hearing from you.

Warmest regards,



Genevieve Benton

240 US Rt. 1

Kittery, ME 03904

Toll Free: 866-630-6740

Cell Phone: 843-290-6724

Email: gbenton@aperfectmover.net

Cc: SC Office of Regulatory Staff
Transportation Department
1401 Main Street Suite 900
Columbia, SC 29201

Attachments: Class E Reinstatement Form

Certificate of Public Convenience and Necessity for the Operation of Motor Vehicle Carriers

Menu of Services to be replicated by the SC company upon reinstatement

Certificate to Operate a Motor Carrier

Permanent Registration of the Motor Carrier Certificate by the office of Enforcement and Compliance

History of Experience in the Moving Industry – Resumes of Benton and her 2 Children

Equipment List to be shared with the two offices

American Moving and Storage Membership Certificate and ProMover Designation

CLASS E REINSTATEMENT FORM

<p>File the original with:</p> <p>Public Service Commission of South Carolina Clerk's Office Motor Carrier Matters P.O. Box 11649 Columbia, S.C. 29211 (803) 896 - 5100 FAX (803) 896-5199</p>	<p>Mail or fax a copy to:</p> <p>S.C. Office of Regulatory Staff Transportation Department 1401 Main Street, Suite 900 Columbia, S.C. 29201 (803) 737-0578 FAX (803) 737-0815</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

DATE: 12/23/2011

Please consider this an application for Reinstatement of my:


- ☒ Class E Household Goods Certificate (See attached form and provide documentation)
- ☐ Class E Hazardous Waste Certificate

My Certificate of Public Convenience and Necessity No. is 9680. My certificate was
revoked/cancelled on UNKNOWN because _____

_____. I am seeking reinstatement because See Attached

Allstates Moving Services, Inc DBA _____
(Name of Company) (if applicable)

W/A 240 US Rt. 1 Kittery ME 03904
(Street Address) (Mailing Address, City, State, Zip Code)

W/A 
(City, State, Zip Code) (Signature)

866-630-6740 President
(Telephone Number) (Title) Owner, President, etc.

Class E

STATE OF SOUTH CAROLINA
THE PUBLIC SERVICE COMMISSION
COLUMBIA

Docket No. 97-159-I.....
Order No. 97-831.....
Certificate No. 9680.....

Certificate of Public Convenience and Necessity for the Operation of Motor Vehicle Carriers

Name ALLSTATES MOVING SERVICES, INC.

Address 386 Spanish Wells Road, Unit A6, Hilton Head, SC 29928

(Mailing address: 1 Tupelo Road, Hilton Head, SC 29928)

is hereby authorized to furnish motor freight service over irregular routes as follows:

HOUSEHOLD GOODS, AS DEFINED IN R. 103-210(1):

BETWEEN POINTS AND PLACES IN BEAUFORT AND JASPER COUNTIES TO
POINTS AND PLACES IN SOUTH CAROLINA.

This Certificate is issued upon finding by the Commission that Public Convenience and necessity require such operation, under the terms of the Motor Vehicle Carriers' Law (Sections 58-23-10 — 58-23-60 of the South Carolina Code of Laws, 1976, and amendments thereto); and,

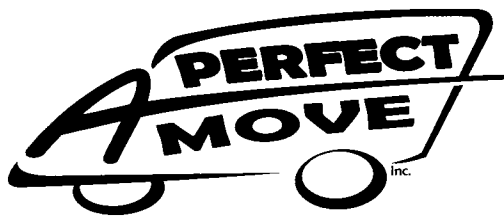
CONDITIONED: That all motor vehicles operated by virtue of this Certificate shall be so operated in accordance with the said Motor Vehicle Carriers' Law and the Rules and Regulations issued thereunder; and,

CONDITIONED FURTHER: That neither this Certificate nor the rights granted therein shall be sold, assigned, leased, transferred, mortgaged, pledged, or otherwise hypothecated, unless first approved by the Commission.

Dated at Columbia, South Carolina, this 8th day of October, A.D. 19 97.....


EXECUTIVE DIRECTOR


CHAIRMAN

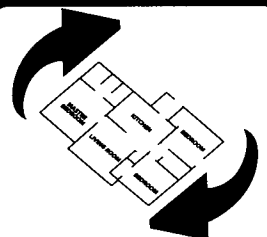


A Perfect Move, Inc.
TOLL FREE 866.630.6740
ME 207.439.0757 NH 603.501.1895



Free Estimate

The estimate is one of the most important aspects of the moving process as it is your opportunity to meet the company for the first time. It is important to shop around for the mover that is the best fit for you. Trust your instincts as they are an important tool in selecting your mover. If you have a good feel with the sales person who performs your estimate, be open with them and discuss all the available options for services as the price can be built around your desired expectations.



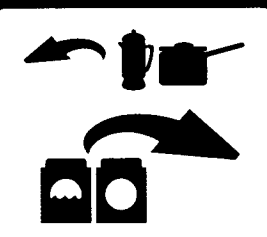
Space Planning

Space planning is a new tool to the moving industry and is under utilized by both the clients and the movers. We offer free space planning and suggest that our clients take advantage of this free service. This tool will allow you to understand the space allotments and what you will be able to fit comfortably in your new home. Utilizing this service will save you time when the move date comes which in turn will save you money by allowing the crew to work efficiently by having a plan already drawn.



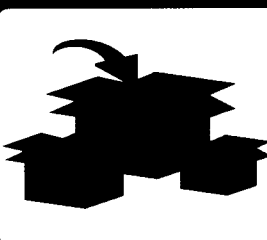
Sorting

Sorting is a process that can be done by the moving company, by the client, or by both. Once you have an understanding of the space available in your new home you can begin the sorting process based on three simple criteria. The easiest being YES, MAYBE and NO. Yes being the items that are necessity things you can't live without. Maybe items will be pieces you'd like to keep if there is room for them. No items are things that have no sentimental value and no immediate purpose at the new home.



Redistribution

When moving there are always tough decisions about items that have sentimental value and you or your family just aren't ready to part with. The solution to the problem is redistribution. Maybe your daughter, brother, sister, or other family member wants the piece and is unable to come retrieve it. Whether it be locally, across the country or around the world you can rely on us to get your belongings where they need to go and have the peace of mind that they will travel safely and arrive on time.



Packing

Packing is a process that, if there is time, can save you money from the moving process. However if time is short this can be added stress to your already hectic schedule. Professional packers are able to pack most homes in one day and allows you the freedom to know that your belongings are packed safely free from harm and will give you added time to live in your home untouched as packing would take place only one day prior to your move. **BE SURE TO ASK ABOUT OUR FREE USED PACKING MATERIAL.**



FMCSA
Federal Motor Carrier
Safety Administration

USDOT 1913867 MC 685815
www.aperfectmove.net

AMSA
American Moving &
Storage Association



U.S. Department of Transportation
Federal Motor Carrier Safety Administration

1200 New Jersey Ave., S.E.
Washington, DC 20590

SERVICE DATE
December 04, 2009

CERTIFICATE
MC-685815-C
A PERFECT MOVE INC
KITTERY POINT, ME

This Certificate is evidence of the carrier's authority to engage in transportation as a **common carrier of household goods** by motor vehicle in interstate or foreign commerce.

This authority will be effective as long as the carrier maintains compliance with the requirements pertaining to insurance coverage for the protection of the public (49 CFR 387); the designation of agents upon whom process may be served (49 CFR 366); tariffs or schedules (49 CFR 1312); and arbitration of loss and damage disputes (49 U.S.C. § 14708). The carrier shall also render reasonably continuous and adequate service to the public. Failure to maintain compliance will constitute sufficient grounds for revocation of this authority.

A handwritten signature in black ink, appearing to read "Jeffrey L. Secrist".

Jeffrey L. Secrist, Chief
Information Technology Operations Division

NOTE: Willful and persistent noncompliance with applicable safety fitness regulations as evidenced by a DOT safety fitness rating of "Unsatisfactory" or by other indicators, could result in a proceeding requiring the holder of this certificate or permit to show cause why this authority should not be suspended or revoked.

CHO



U.S. Department
of
Transportation
**Federal Motor
Carrier Safety
Administration**

GENEVIEVE BENTON
PRESIDENT
A PERFECT MOVE INC
PO BOX 251
KITTEERY POINT, ME 03905

1200 New Jersey Ave., S.E.
Washington, DC 20590

March 31, 2011

In reply refer to:
USDOT No.: 1913867

MC Number: MC685815

Records maintained by the United States Department of Transportation, Federal Motor Carrier Safety Administration (FMCSA) indicate that 18 months have elapsed since A PERFECT MOVE INC's application for new entrant registration was approved. A safety audit was performed on A PERFECT MOVE INC on December 20, 2010.

In accordance with 49 CFR 385.333, FMCSA, through this letter, is removing the new entrant designation from A PERFECT MOVE INC's registration and the registration is now considered permanent.

FMCSA will continue to monitor and evaluate A PERFECT MOVE INC's safety management practices and on-road performance on the same basis as any other carrier to ensure ongoing compliance with Federal requirements including the Federal Motor Carrier Safety Regulations (FMCSRs) and applicable Federal Hazardous Materials Regulations (HMRs).

If you have any questions, please contact your local FMCSA Division office at:

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION
EDMUND S. MUSKIE FEDERAL BUILDING
40 WESTERN AVENUE, ROOM 608
AUGUSTA, ME 04330
Telephone No.: 207-622-8358

Sincerely,

John Van Steenburg, Director, Office of
Enforcement and Compliance

Genevieve J. Benton

240 US Route 1, Kittery, Maine 03904
Toll Free (866) 630-6740

Genevieve Benton, owner of Allstates Moving Services and co-owner of A Perfect Move, Inc. has been in the moving industry in many different capacities since 1986. Much of her professional life has been as an agency owner and support and management to sales and marketing. With the successful growth of the recent Motor Carrier, A Perfect Move, Ms. Benton has intention of reinstating the certificate to accomplish local moves in Beaufort and Jasper South Carolina. Ms. Benton was previously Vice President of Sales and Marketing for 2 Bekins Van Lines agencies implementing quality service training and sales processes to capture a greater market; as well as a recruiter for Worldwide Agents for a DOD Carrier based in South Carolina; overseeing both the recruitment of agents and the quality for the carrier as a whole. Her dedication to the sales and marketing processes, and the rules and regulations for an interstate carrier have helped her to achieve 200% growth in the Commercial Sales for both agencies. Ms. Benton was previously a member of the SCTA, holding an office on their board, and is currently a member of the Maine Motor Transport Association. The team Ms. Benton currently captains has experienced tremendous growth since starting the company in late 2007, has doubled their sales in every year, purchased a tract of land along Rt. 1 in Kittery, ME which currently houses their corporate offices in late 2010, has consistently grown their capacity through innovative dispatch, and has shown consistent quality professional service, maintaining many national accounts who refer the company on a daily basis, and is well respected in the local business community as well as the moving industry. Her team has grown over the past 4 years and is a very talented driven group of exemplary professionals. The business continues to grow, has opened a non-profit which provides donations to various local non-profits and embodies the mission statement detailed below:

Everything we do is inspired by our enduring mission:

- To Provide Exceptional Service delivered by Highly Trained Personal Moving Experts
- To Inspire Moments of Optimism through our Good Works in the Community
- To Always Choose To Do Unto Others as We Would Have Them Do Unto Us

We bring before you our credentials, our history and our vision for the future and ask you to consider our company for reinstatement.

Erin E. O'Connell

240 US Route 1, Kittery, Maine 03904
Toll Free (866) 630-6740

Objective

Promote organization in every department through assistance in developing policy and procedures; assist each department in achieving goals including revenue generation and expenditures. Provide training in excellent customer service skills to all employees. Adhere to the company mission statement in all endeavors.

Experience

October 2007 – Present

A Perfect Move, Inc., Kittery, ME

- Developed and implemented policy and procedures for the efficient running of a professional office. Including hiring and maintenance of employees, Accounts Receivables and Payables, development and maintenance of referral accounts, securing of proper insurances for the operation of a Federal Motor Carrier, set up and maintenance of all related filings, records, and procedures related to the MC, maintenance of computer networks, telephones, and all technical related equipment for a proper office. The office began as a 3 person office and now employs 3 outside sales persons, 2 inside sales persons, one sales manager, one operations manager and one administrative assistant, and the owners (3) working in various capacities as well as the professional movers and drivers. Provides instruction to sales on scripts, maintaining goals, and perfect customer relations. Oversees final claim for loss and or damage settlement which includes assessing customer satisfaction ratings. Files all tax related documents and maintains banking information, with all discussion to CPA.

December 2006 – October 2007

Adams Moving & Storage, Sumter, SC

Agent Liaison

- Worked for the TSP; received paperwork from agents; filed and followed up on claims; developed procedures to insure proper handling of military shipments; billed government; set up agent payments for services rendered; Reconciled bank statements; credit card statements; van line statement from Stevens Van Lines; set up procedures for shipment registration; was the administrative assistant to the president of company; AR/AP; worked directly with Dir. Of V/L Operations on development and implementation of many processes.

December 2001 – December 2006

Carolina First Bank, Hilton Head, SC

Teller Manager

- Began work as a teller and was promoted to teller manager in less than 6 months. Balanced the vault; ordered money; handled various reports dealing with foreign currency, large transactions, etc. Scheduled tellers; made recommendations for promotions, pay increase, reprimands. Encouraged teller team to excel in sales of new accounts and various incentives

May 1998 – December 2001

Allstates Moving Services, Inc., Hilton Head, SC

Administrative Assistant

- Began as a data entry clerk and receptionist; continued on to learn various aspects of payroll, accounting and administrative procedures to become an integral part of the business operation.

James S. O'Connell

240 US Route 1, Kittery, Maine 03904
Toll Free (866) 630-6740

Objective

Promote teamwork throughout the organization to include a desire for excellence. Provide the very best work environment by implementing processes and providing opportunity for growth to all employees. Adhere to the company mission statement in all endeavors.

Experience

November 2008 – Present

A Perfect Move, Inc., Kittery, ME

- Developed Policy and Procedures congruent with the laws governing a Federal Motor Carrier, implemented periodic training and review of drivers and movers, established interline agreements with other service providers to insure maximum client satisfaction, maintained appropriate stock for providing exceptional service such as shrink wrap, packing materials, neoprene floor runners, door jamb protection and carpet shield, developed scheduling software to insure proper service to clients, implemented confirmation documentation of intended jobs, sought uniform service, hiring, training and incentive programs to insure proper growth and maintenance of personnel, developed warehousing and storage procedures, sought out and purchased equipment to provide proper, safe service to our clients. Review and establishment of procedures in the estimating and facilitation of jobs to maintain proper budget and smooth moves. Providing steady employ for a group of 10 drivers and professional movers which has doubled each year and is projected to be at 18 for the 2012 season.
- Developed with the sales department coupons, gift certificates, menu of services as well as presentations to promote public confidence, assisted in developing seminars for public awareness, organized events to be utilized for marketing of the company as well as fund raisers for non-profit organizations supporting similar causes as the ownership. Assisted in reviewing goals, scripts and sales techniques.

June 2007 – November 2008

Marc Jacobs, Savannah, GA

Stock Room Manager

- Began in an entry level position as security; within 6 months promoted to Stock Room Manager responsible for maintaining inventory, transfers and high value shipping of client orders. Reorganized stock layout to better utilize space and implement greater management of inventory and loss prevention.

April 2006 – June 2007

Security Services of America, Savannah, GA

Sergeant and Shift Supervisor

- Began as an entry level patrol officer; quickly advanced through the ranks to become a supervisor based on leadership skills and character attributes that would enhance and promote the advancement and training of younger officers

June 2002 – August 2004

Advantage Relocation Systems, Columbia, SC

Contract Driver

- Began as a warehouse worker and advanced through the specified training of Bekins Van Lines to become a contract driver. Provided quality work, excellent customer service skills, and reliability on a daily basis.

May 1998 – May 2002

Allstates Moving Services, Inc., Hilton Head, SC

Dispatch

- Began working with warehouseman as a young man and through time and advancement of age began to accept greater responsibility. Eventually would handle the hiring and scheduling of local men, training of new hires, payroll for the labor, auditing of customer files against labor and customer service.

INVENTORY/ASSETS for A PERFECT MOVE, INC.

<u>ITEMIZATION</u>	<u>DESCRIPTION/AMOUNT</u>	<u>VALUE</u>
1999 Dodge Pick Up Truck	Packing	\$3,500.00
1993 Ford Ranger Pick Up Truck	Packing	\$1,500.00
2003 Freightliner 26' Box Truck	Transporting	\$16,000.00
1992 Ford F700 24' Box Truck	Transporting	\$12,000.00
2003 Jeep Wrangler	Personal vehicle - Erin O'Connell	\$9,000.00
1999 Jeep Cherokee	Personal vehicle - Genevieve Benton	\$3,500.00
2004 Nissan Titan	Personal vehicle - James O'Connell	\$15,000.00
Rubber Bands	20 dozen at \$10.00 each	\$200.00
Floor Runners	10 at \$30.00 each	\$300.00
Door Jamb Rings	6 at \$24.00 each	\$144.00
Pads	800 at \$10.00 each	\$8,000.00
Dollies	10 two wheel at \$50.00 each	\$500.00
	8 four wheel at \$80.00 each	\$640.00
	4appliance at \$150.00 each	\$600.00
	2 piano board	\$140.00
Auto Load Melcher Walkboards	Two x 14' set	\$2,800.00
Straps	15 at \$10.00 each	\$150.00
Tool Boxes	3 at \$200.00 each	\$600.00
Packing Materials	Corrugated, shrink wrap, paper and tape	\$5,000.00
Computers	Dell Inspiron x 2	\$2,400.00
	Dell Netbook	\$300.00
	Dell Studio Laptop x 2	\$1,800.00
	Dell Desktop x 2	\$2,400.00
	HP Tablet	\$1,500.00
	Sony Viao	\$1,800.00
	Gateway Tablet PC	\$1,500.00
Workstations	10 at \$300 each	\$3,000.00
Epson Desktop Fax/Scanner/Copier	Office Supplies	\$200.00
Lexmark Printer	Model x6570	\$150.00
HP Color Laser Jet Printer	Office Supplies	\$800.00
8' Folding Tables	4 at \$60.00 each	\$240.00
Phone System	Office Supplies	\$400.00
I-Phones	5 at \$300.00 each	\$1,500.00
Presentation Television	Office/Presentation Equipment	\$1,200.00
Tech-Mate	Survey and Sales Equipment	\$500.00
	TOTAL:	\$99,264.00

Certificate of Membership

A Perfect Move Inc

MC- 685815

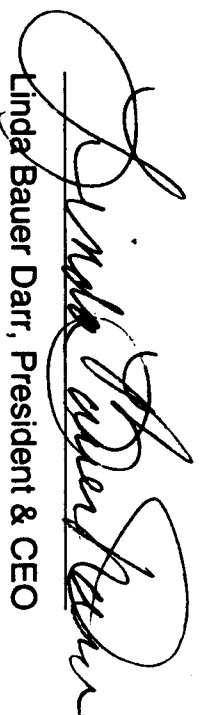
Member Since: 2009

In recognition of support of the goals of the American Moving & Storage Association to promote professionalism, education and quality service in the moving and storage industry. This certifies membership in the AMSA and participation in the AMSA Household Goods Dispute Settlement Program.

Good thru

August 31, 2012




Linda Bauer Darr, President & CEO



Ms. Haley McCafferty
10 Sea Hawk
Hilton Head Island, SC 29928

December 23, 2011

To Whom it May Concern:

I found myself in need of a professional moving service when I was very late in my recent pregnancy. I had previous experience with several local movers and had been unhappy with the quality of service as it resulted in considerable damage. A friend had recommended several moving companies that had provided what she thought was excellent customer service and quality professional moving service. I attempted to secure estimates for my move from them, and unfortunately they were not available for the move dates I needed. I was able to secure a rental truck and a few friends to assist with my move but would have much rather hired a professional moving company.

It is my belief that an additional service provider with the beliefs and quality exemplified by the ownership of Allstates Moving would be a tremendous addition to the moving business and the general public seeking a professional moving company.

Warmest regards,



Haley McCafferty